

IN THE CLAIMS

1. (Currently Amended) A message tracking system, comprising:
a message tracking monitor operable to monitor a plurality of one or more ports for tracking information, at least one of the plurality of ports being a port of a message transfer agent operable to receive a message and transfer the message towards a destination;
a message tracking interface coupled to the message tracking monitor and enabled to communicate with one or more decision support subsystems, the message tracking interface operable to receive tracking information from the message tracking monitor and transfer the tracking information to one or more decision support subsystems[.,,]; and
wherein the tracking information is collected and managed.
2. (Currently Amended) The message tracking system as claimed in claim 1, wherein the message transfer agent is software ~~the one or more ports include any one or combination of electronic mail address, message tracking server, access status log, and proprietary message tracking API.~~
3. (Original) The message tracking system as claimed in claim 1, wherein the decision support subsystem includes a decision support database.
4. (Original) The message tracking system as claimed in claim 1, wherein the message transfer agent receives the message from another message transfer agent ~~decision support subsystem includes a decision support application.~~
5. (Currently Amended) The message tracking system as claimed in claim 1, wherein at least some of the tracking information includes messages associated with Extended Security Service receipts ~~includes one or more tracking notifications.~~
6. (Original) The message tracking system as claimed in claim 1, wherein the message tracking interface is operable to access the tracking information stored in a decision support database.

7. (Original) The message tracking system as claimed in claim 1, wherein the message tracking interface is operable to update the tracking information stored in a decision support database.

8. (Original) The message tracking system as claimed in claim 1, wherein the message tracking interface is operable to manage the message tracking monitor.

9. (Original) The message tracking system as claimed in claim 1, wherein the system further includes one or more dynamically pluggable decision support interfaces.

10. (Currently Amended) A method for tracking ~~message~~ messages, comprising:
monitoring tracking information on ~~one or more ports~~ a plurality of ports, at least one of the plurality of ports being a port of a message transfer agent operable to receive a message and transfer the message towards a destination;

collecting tracking information from the ~~one or more ports~~ the plurality of ports; and
transmitting the tracking information for handling the tracking information according to a predetermined schema.

11. (Currently Amended) The method for tracking messages as claimed in claim 10, wherein at least one of the plurality of ports is associated with a message tracking server
~~one or more ports include one or more electronic message tracking ports.~~

12. (Currently Amended) The method for tracking messages as claimed in claim 10, further ~~including~~ comprising:

parsing the tracking information from a raw tracking data format into a record format of a decision support subsystem.

13. (Original) The method for tracking messages as claimed in claim 10, wherein the predetermined schema includes storing in a decision support database.

14. (Original) The method for tracking messages as claimed in claim 10, wherein the predetermined schema includes real time exception handling.

15. (Currently Amended) The method for tracking messages as claimed in claim 10, wherein the message transfer agent is software ~~the transmitting includes transmitting the tracking information to a decision support subsystem.~~

16. (Currently Amended) The method for tracking messages as claimed in claim 10, wherein at least one of the plurality of ports is associated with an access status log for HTTP queries ~~the one or more ports include one or more tracking ports.~~

17. (Original) The method for tracking messages as claimed in claim 10, further including providing analytical reports based on the collected tracking information.

18. (Currently Amended) The method for tracking messages as claimed in claim 10, wherein collecting at least some of the tracking information comprises executing a query against a message tracking server or a query interface that communicates with a proprietary message system ~~the monitoring includes requesting for one or more tracking notifications from one or more tracking sources.~~

19. (Currently Amended) The method for tracking messages as claimed in claim 10, wherein collecting at least some of the tracking information comprises listening in on data sources having tracking information ~~the monitoring includes accepting one or more tracking notifications from one or more tracking sources.~~

20. (Currently Amended) The method for tracking messages as claimed in claim 10, wherein ~~[[the]]~~ monitoring tracking information includes continuously monitoring the tracking information on at least some of the plurality of ports.

21. (Currently Amended) Logic encoded in a computer readable media such that when executed is operable to ~~A program storage device readable by machine, tangibly embodying a program of instructions executable by the machine to perform method steps of tracking messages, comprising:~~

~~monitoring~~ monitor tracking information on ~~one or more ports~~ on a plurality of ports,
at least one of the plurality of ports being a port of a message transfer agent operable to
receive a message and transfer the message towards a destination;

~~collecting~~ collect tracking information from the ~~one or more ports~~ the plurality of
ports; and

~~transmitting~~ transmit the tracking information for handling the tracking information
according to a predetermined schema.

22. (Currently Amended) A message tracking system, comprising:

a message tracking monitor coupled to ~~one or more~~ a plurality of message tracking data sources, the message tracking monitor operable to receive tracking information from the ~~one or more~~ plurality of message tracking data sources and parse the tracking information into one or more tracking data records, at least one of the data sources being a data source of a message transfer agent operable to receive a message and transfer the message towards a destination;

a message tracking interface coupled to the message tracking monitor and one or more decision support subsystems, the message tracking interface operable to receive the one or more tracking data records and transmit the one or more tracking data records to the one or more decision support subsystems.

23. (Original) The message tracking system as claimed in claim 22, further including:

one or more dynamically pluggable decision support interface modules coupled to the message tracking interface and the one or more decision support subsystems, wherein the one or more dynamically pluggable decision support interface modules in response to receiving the one or more tracking data records from the message tracking interface, transmit the one or more tracking data records to the one or more decision support subsystems.

24. (Original) The message tracking system as claimed in claim 22, wherein the tracking information includes message transactions on the Internet.

25. (New) The method for tracking messages as claimed in claim 10, wherein at least one of the plurality of ports is associated with an Internet mail address message.

26. (New) The method for tracking messages as claimed in claim 10, wherein collecting at least some of the tracking information comprises accessing notification messages in a mailbox.

27. (New) The method for tracking messages as claimed in claim 10, further comprising:

providing through a single interface access to applications that desire tracking information from a plurality of sources.